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**France-Paris: PROC/2014/22 — Application development, maintenance and service desk (ADM & SD)  
2015/S 110-198995**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

European Securities and Markets Authority (ESMA)  
CS 60747, 103 rue de Grenelle  
For the attention of: Procurement Office  
75345 Paris Cedex 07  
FRANCE

E-mail: [procurement@esma.europa.eu](mailto:procurement@esma.europa.eu)

**Internet address(es):**

General address of the contracting authority: <http://www.esma.europa.eu/page/procurement>

Electronic access to information: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=892>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

European institution/agency or international organisation

**I.3) Main activity**

Economic and financial affairs

**I.4) Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

PROC/2014/22 — Application development, maintenance and service desk (ADM & SD).

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 7: Computer and related services

NUTS code FR101

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves the establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with a single operator

**Duration of the framework agreement**

Duration in years: 7

Justification for a framework agreement, the duration of which exceeds four years: These contracts (all lots) require a substantial build-up of knowledge related to ESMA's applications and IT landscape. The build-up of knowledge leads to productivity gains and cost reductions over the lives of the contracts. Additionally, the replacement of these contracts entails significant costs associated with migration and knowledge transfer.

**Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT: 25 000 000 EUR

II.1.5) **Short description of the contract or purchase(s)**

The contracts resulting from this tender concern service desk services (lot 1), business support services for ESMA business applications (lot 2) and application development and maintenance services (lot 3).

II.1.6) **Common procurement vocabulary (CPV)**

72230000, 72221000, 72220000, 72227000, 72600000, 72253100, 72253000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) **Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

II.2.2) **Information about options**

II.2.3) **Information about renewals**

II.3) **Duration of the contract or time limit for completion**

**Information about lots**

Lot No: 1

Lot title: Service desk

1) **Short description**

ESMA has multiple applications and services provided to both internal and external users. The scope of lot 1 is to provide an ITIL-based single point of contact service desk to the existing ESMA applications and any future applications.

2) **Common procurement vocabulary (CPV)**

72253100, 72253000, 72220000, 72600000

3) **Quantity or scope**

Estimated value excluding VAT: 5 000 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 2

Lot title: Business support

1) **Short description**

ESMA provides applications and services to both internal and external users. The scope of the services for this lot is to provide staff augmentation as a functional application service desk for internal and external users of ESMA's business-oriented applications.

- 2) **Common procurement vocabulary (CPV)**  
72221000, 72220000, 72600000, 72253100, 72253000
- 3) **Quantity or scope**  
Estimated value excluding VAT: 9 500 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**

Lot No: 3

Lot title: Application development and maintenance services

- 1) **Short description**  
The contractor shall develop and maintain the existing applications, on-board and build new applications and extend the middleware used to build applications as necessary.
- 2) **Common procurement vocabulary (CPV)**  
72230000, 72221000, 72220000, 72227000, 72600000, 72253100, 72253000
- 3) **Quantity or scope**  
Estimated value excluding VAT: 10 500 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**

### **Section III: Legal, economic, financial and technical information**

- III.1) **Conditions relating to the contract**
  - III.1.1) **Deposits and guarantees required:**
  - III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**
  - III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**
  - III.1.4) **Other particular conditions**  
The performance of the contract is subject to particular conditions: no
- III.2) **Conditions for participation**
  - III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**  
Information and formalities necessary for evaluating if the requirements are met: As in tender specifications.
  - III.2.2) **Economic and financial ability**  
Information and formalities necessary for evaluating if the requirements are met: As in tender specifications.  
Minimum level(s) of standards possibly required: As in tender specifications.
  - III.2.3) **Technical capacity**  
Information and formalities necessary for evaluating if the requirements are met:  
As in tender specifications.  
Minimum level(s) of standards possibly required:  
As in tender specifications.
  - III.2.4) **Information about reserved contracts**

- III.3) **Conditions specific to services contracts**
- III.3.1) **Information about a particular profession**
- III.3.2) **Staff responsible for the execution of the service**

**Section IV: Procedure**

- IV.1) **Type of procedure**
- IV.1.1) **Type of procedure**  
Open
- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**  
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**
- IV.3) **Administrative information**
- IV.3.1) **File reference number attributed by the contracting authority:**  
PROC/2014/22.
- IV.3.2) **Previous publication(s) concerning the same contract**  
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**  
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**  
31.7.2015 - 16:00
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**  
Any EU official language
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 6 (from the date stated for receipt of tender)
- IV.3.8) **Conditions for opening of tenders**  
Date: 7.8.2015 - 10:00  
Place:  
ESMA headquarters, Paris, FRANCE.  
Persons authorised to be present at the opening of tenders: yes  
Additional information about authorised persons and opening procedure: Tenderers may send a representative to the opening session, but must announce their name, at least 2 days in advance, to [procurement@esma.europa.eu](mailto:procurement@esma.europa.eu)

**Section VI: Complementary information**

- VI.1) **Information about recurrence**  
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**  
The contract is related to a project and/or programme financed by European Union funds: no

VI.3) **Additional information**

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

General Court  
rue du Fort Niedergrünwald  
Luxembourg  
LUXEMBOURG  
Internet address: <http://curia.europa.eu>

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Within 2 months of notification to the plaintiff, or, in the absence thereof, of the day on which it came to their knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

29.5.2015